

GOVERNMENT OF TELANGNA
A B S T R A C T

CONSUMER AFFAIRS – Consumer Protection Act, 1986 – Constitution of
Telangana State Consumer Protection Council – Orders – Issued.

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES (CS.I – RC) DEPARTMENT

G.O.MS.No. 15

Dated 12-11-2014
Read the following:

1. Consumer Protection Act, 1986.
2. From the Commissioner of Civil Supplies, Ref No.CA/380/14,
dt. 6.8.2014.

O R D E R:

As per the provisions in Chapter 2, Section 7 of the Consumer Protection Act, 1986, State Government shall establish a council to be known as State Consumer Protection Council for the State by issue of notification, with effect from such date as it may specify in such notification.

2. The Government after careful examination of the matter hereby order for constitution of the State Consumer Protection Council with immediate effect as in the Annexure enclosed to this order.

3. A) The State Council shall work to promote and protect the rights of consumers laid down in clauses (a) to (f) of Section 6 of the Consumer Protection Act, 1986 within the State as mentioned below:

- (a) the right to be protected against the marketing of goods and services which are hazardous to life and property;
- (b) the right to be informed about the quality, quantity, potency, purity, standard and price of goods (or) services, as the case may be, so as to protect the consumer against unfair trade practices;
- (c) the right to be assured, wherever possible, access to a variety of goods and services at competitive prices;
- (d) the right to be heard and to be assured that consumers' interests will receive due consideration at appropriate forums;
- (e) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and
- (f) the right to consumer education.

B) The State Consumer Protection Council shall focus on the following subjects for protection of the consumer rights.

- (i) delivery of goods at correct weights and measures duly stamped by the concerned Department.
- (ii) quality of food grains / edible oils being sold.
- (iii) sufficiency of public transport, charges levied, stopping at the specified stages and also on request.

- (iv) services provided by Telecom Departments / Organizations including settlement of bills, fault repairs and shifting of phones on request.
- (v) issue of bills by traders / service providers to all the consumers.
- (vi) satisfactory services by Municipality with reference to sanitation, maintenance of roads and supply of safe drinking water.
- (vii) timely recording of meter readings, giving correct bills and redressal of complaints in respect of power Distribution Companies.
- (viii) Redressal of public grievances by the public utilities etc

4. The State Council shall meet as and when necessary but not less than two meetings shall be held every year.

5. The State Council shall also meet at such time and place within the State as the Chairman may think fit and observe such procedure in regard to the transaction of its business as may be prescribed by State Government (or) till such time adopted by the Chairman.

6. The convector shall send the minutes of the meeting conducted to the Government and initiate follow up action on the resolution of the State Consumer Protection Council.

7. The term of the State Consumer Protection Council shall be three (3) years from the date of constitution of State Consumer Protection Council.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

C. PARTHA SARATHI,
EX.OFFICIO SECRETARY TO GOVERNMENT

To

The Commissioner of Civil Supplies, Telangna State, Hyderabad.

All Collectors/ Chief Rationing Officer, Hyderabad.

All Members of the State Consumer Protection Council.

Copy to:

All Prl. Secretaries/Secretaries to Govt.

The Spl. Secretary to C.M.

The PS to Minister(Civil Supplies).

The President/Secretary of all recognized political parties.

The Designated Officer-cum- Asst. Registrar, TSCDRC, Hyderabad.

The Secretary to GOI, Ministry of CAF&PD, Dept of CA, Krishi Bhavan, New Delhi.

Stock file/spare.

//FORWARDED BY ORDER//

SECTION OFFICER

A N N E X U R E
{G.O.Ms.No.15 CAF&CS(CS.I-RC) DEPT, dt. 12.11.2014}

S.No	Name / Designation	Membership
01	Minister for Consumer Affairs Food & Civil Supplies in the State Government.	Chairman
02	Ex. Officio Secretary to Govt., CA, F&CS Dept.	Vice chairman
03	Non Official Members :	
3(a)	One Representative from recognized political party	Member
3(b)	One representative of the Consumer Voluntary Organization from each district (recommended by the District Collectors)	Member
3(c)	One representative from State Level Consumer Voluntary Organisation from each district (recommended by the District Collectors=)	Member
3(d)	President, Federation of Chambers of Commerce & Industry, Telangana Branch	Member
3(e)	One Consumer expert having legal background/having worked in State Commission/practiced in High Court for not less than 10 years(to be nominated by Chairman)	Member
4	Official Members :	
4(a)	(i) Representatives of Bureau of India Standards(BIS)/ National Test House(NTH) (from nearest office)	Member
	(ii) Chief Commercial Manager, South Central Railway or his representative	Member
	(iii) Chief General Manager, Telecommunications or his representative	Member
4(b)	Representatives of State Government :	
	(i) Principal Secretary, MA & UD	Member
	(ii) Principal Secretary, Education	Member
	(iii) Principal Secretary, Agriculture, Co-operation & Marketing	Member
	(iv) Principal Secretary, Medical & Health	Member
	(v) Principal Secretary, Industries	Member
	(vi) Commissioner, Transport	Member
	(vii) Controller, Drugs	Member
	(viii) Director, Institute of Preventive Medicine	Member
	(ix) Commissioner, I & PR	Member
	(x) Controller, Legal Metrology	Member
4(c)	State Utilities	
	(a) Engineer in Chief, RWS	Member
	(b) Engineer in Chief, Public Health	Member
	(c) Managing Director, RTC, Telangana State	Member
	(d) CMD, Transco	Member
	(e) Managing Director, Dairy Development Corpn., Telangana State	Member
	(f) Managing Director, OILFED, Telangana State	Member
	(g) Managing Director, TS Civil Supplies Corpn. Limited	Member
	(h) Managing Director, HMWS & SB	Member
4(d)	Public Sector Oil Companies	
	(a) Hindustan Petroleum Corporation Limited	Member
	(b) Bharat Petroleum Corporation limited	Member
	(c) Indian Oil Corporation Limited	Member
5	Deputy Director (Consumer Affairs) O/o the Commissioner of Civil Supplies, Telangana State	Convenor

C. PARTHA SARATHI,
EX.OFFICIO SECRETARY TO GOVERNMENT